



DEPARTMENT OF CONSUMER AFFAIRS CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

DEPARTMENT:	DEPARTMENT OF CONSUMER AFFAIRS	RELEASE DATE:	Wednesday, August 26, 2015
POSITION TITLE:	Deputy Director, Office of Information Services (Chief Information Officer)	FINAL FILING DATE:	Thursday, September 17, 2015
CEA LEVEL:	CEA B	EXTENDED FINAL FILING DATE:	
SALARY RANGE:	\$ 8,985.00 - \$10,703.00 / Month	BULLETIN ID:	08252015_7

POSITION DESCRIPTION

Under the direction of the Chief Deputy Director, the Chief Information Officer (CIO) is responsible for overseeing the efficient and effective use of information technology and telecommunications resources and solutions within the Department of Consumer Affairs (DCA). The incumbent has oversight responsibility for coordinating the activities of all information technology (IT) components throughout the DCA, its 41 constituent programs and interface partners. Under direction of the Agency Information Officer (AIO) and the Technology Agency (TA), the incumbent formulates, analyzes, revises, interprets, evaluates, and implements State Information Technology policies, statutes, programs, and solutions as they relate to business operations, operational programs, and IT resources for the DCA and its constituents. Duties include, but are not limited to the following:

- Oversee, plan, develop, and organize all information technology and telecommunication solutions and resources within DCA, which includes setting and developing the department's strategic IT direction and IT Capital Plan in accordance to the Governor, TA, and AIO strategic and technical directives.
- Direct the departmental Enterprise Architecture program, which rationalizes, standardizes, and consolidates all departmental IT applications, assets, infrastructure, data, and procedures.
- Ensure that the developed program meets the new requirements of the TA.
- Direct the program implementation of the TA's Green Initiatives within DCA.
- Oversee complex IT projects in accordance with the CA Project Management Methodology, as mandated by the TA.
- Develop and administer the departmental information security program and practices, which includes prevention, reporting, and disaster recovery planning.
- Oversee a Governance process to ensure that the Departmental Business Executives are involved with the decision making process regarding IT departmental solutions.
- Formulates, analyzes, revises, interprets, evaluates, and implements policies, procedures, and programs as they relate to departmental business needs and to ensure compliance with the Governor's Office, the TA, the AIO and the DCA strategic plans and goals.
- Provides executive level expertise in developing legislative proposals and new programs with department wide impact in the areas of IT application to business processes and operational

programs.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a current State civil service employee with permanent civil service status, as defined in Government Code Section 18546.

Or II

Must be a current or former employee of the Legislature, who resigned or was released from service within the last 12 months, and with two or more consecutive years of service as defined in Government Code Section 18990.

Or III

Must be a current or former nonelected exempt employee of the Executive Branch of **government** who resigned or was released from service within the last 12 months, and with two or more consecutive years of service (excluding those positions for which the salaries are set by statute) as defined by Government Code Section 18992.

Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991.

KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level A Responsible for broad administrative and program activities, including the execution and/or evaluation of program policies.

CEA Level B Responsible for extensive managerial and program administration or broad program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Level C Responsible for extensive highly professional influence and contributes to program, policy, and the methods to provide professional services needed to set policies, to meet the mission of the State department and often exercising technical and or professional skills that are required at this level.

DESIRABLE QUALIFICATION(S)

- **Managerial Ability** -- Possess and demonstrate the ability to manage diverse activities, including planning, organizing and directing a statewide program. Provide strategic planning, policy development, leadership, supervision, and organizational awareness.
- **Program Analysis Skills** -- Experience in analyzing complex program issues or problems and develop policies or specific solutions. Experience demonstrating knowledge of project management and oversight; the ability to coordinate the diverse components of a project by planning, execution and change control to achieve required balance of time, cost and quality.
- **Communication Skills** -- Possess excellent oral and written communication skills demonstrating the ability to be a leader and motivator, use tact and persuasiveness in achieving results; demonstrated ability to deal with a variety of public and private persons and groups in matters of significant political and program sensitivity, including legislative committees, other State agencies, the media, and Executive Management.
- **Organizational Awareness** -- The ability to effectively interact with Executive Management, Executive staff, departmental administrators, legislative committees, the public, other State agencies, programs and labor representatives. Knowledge of the State's budget and accounting processes, personnel management and business services; must possess a working knowledge of the legislative process. Have work experience in directing and managing a statewide office and their roll in state government.
- **Technical Skills** -- Demonstrated knowledge of information technology systems and tools, i.e., Database management, Local Area Networks, Wide Area Networks, COTS, MOTS, Custom Applications, Systems Analysis/Business process Re-engineering and Application Design and development, IT Security.
- **Administrative Skills** -- Demonstrated knowledge of the activities of a regulatory agency and the Administrative Procedures Act. Knowledge of the budget process, personnel management, and business services; must possess a working knowledge of the legislative process.

SCREENING CRITERIA

Education - List degrees obtained and dates received.

Administrative - • Experience with information technology contracts and procurement. • Experience with budget development and fiscal accountability. • Experience in strategic planning, analyzing complex program issues, and developing policies or specific solutions.

Public Speaking/Presentation/Contacts - • Experience making clear and convincing presentations on information technology related projects. • Representing, speaking and presenting to those within and outside the office, such as directors, deputy directors, agency heads and other government executives, corporate executives, legislative members and staff, the Media, general public and professional groups. • Experience in working with the State control agencies, the legislature and other governmental entities in relation to information technology development and implementation. • List the level, extent, and nature of contacts.

Information Technology/Project Management - • Managerial experience equivalent in level to a Data Processing Manager III or above. • Project management of both small and large information technology projects. • Planning, developing and managing complex and high profile IT projects and/ or programs. • Directing the work of multidisciplinary professional and administrative staff in relation to information technology projects. • Planning, organizing, and directing the work of multidisciplinary professional and administrative staff in relation to information technology systems maintenance (i.e. LAN, WAN, telecommunications, server maintenance, change control, IT Governance, BreZEz.) • The demonstrated ability to develop creative and innovative solutions to a variety of technology issues. • Experience with IT security, including development and implementation of policies and procedures to ensure information security and privacy. • Experience working with vendors, specifically Contract/Deliverable Management.

EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Deputy Director, Office of Information Services (Chief Information Officer)**, with the **DEPARTMENT OF CONSUMER AFFAIRS**. Applications will be retained for twelve months.

The Results of this examination will be used only to fill this position and may be used to fill subsequent vacancies for this position for a period of up to twelve months.

The examination process will consist of an application and Statement of Qualifications evaluation. The Statement of Qualifications will be used to evaluate your education and experience as it relates to the Desirable Qualifications and Screening Criteria outlined in this bulletin, and may also serve as documentation of your ability to present information clearly and concisely in writing since this is a critical factor to successful job performance. The Statement of Qualifications may be the only basis for your final score and rank on the eligible list.

FILING INSTRUCTIONS

Interested applicants must submit:

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of

each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length, Arial, 12 point font.

- Resumes do not take the place of the Statement of Qualifications.

Applications must be submitted by the final filing date to:

DEPARTMENT OF CONSUMER AFFAIRS, Office of Human Resources
1625 N. Market Blvd., Ste. N321, Sacramento, CA 95834
Margo Cooper | (916) 574-8305 | margo.cooper@dca.ca.gov

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The DEPARTMENT OF CONSUMER AFFAIRS reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

Class specs: [CEA and Exempt Appointees](#)